

THE COMMISSIONER OF PATENTS AND TRADEMARKS  
WASHINGTON, D.C. 20231

Sir:

Transmitted herewith for filing is the Utility patent application of:

INVENTOR:	<b>Rycharde Jeffery HAWKES, Lawrence WILCOCK, Colin Andrew LOW and Johannes Maria Victo DAANEN</b>
FOR:	<b>CONTACT CENTER</b>

Enclosed are:

- ☒ 21 sheets of ☒ formal ☐ informal drawings.
- ☒ Certified copy of GB patent application 0025461.5, filed October 17, 2000. Priority is claimed if not already of record.
- ☒ Notice of Priority under 35 U.S.C. § 119.
- ☐ An Information Disclosure Statement with PTO Form 1449 and references.
- ☐ A preliminary amendment.

☒ The filing fee is calculated as shown below:

FOR	NUMBER FILED	NUMBER EXTRA	RATE	CALCULATIONS
TOTAL CLAIMS	29	-20	9	x\$18 = <b>\$162.00</b>
INDEPENDENT CLAIMS	2	-3	0	x\$84 = <b>0.00</b>
MULTIPLE DEPENDENT CLAIM(S) (if applicable)			+ \$270 =	<b>\$0.00</b>
			BASIC FEE	<b>\$740.00</b>
			TOTAL OF ABOVE	<b>\$902.00</b>
REDUCTION BY 1/2 FOR FILING BY SMALL ENTITY (NOTE 37 C.F.R. §§ 1.9, 1.27, 1.28). IF APPLICABLE, VERIFIED STATEMENT MUST BE ATTACHED				<b>-0.00</b>
			<b>TOTAL</b>	<b>\$902.00</b>

- ☐ Please charge my **Deposit Account Number** \_\_\_\_\_ in the amount of \_\_\_\_\_ to cover the filing and assignment recordation fees. A duplicate copy of this paper is enclosed.
- ☐ A credit card authorization for \$ \_\_\_\_\_ to cover the filing and assignment recordation fees is enclosed.
- ☐ The Commissioner is hereby authorized to charge any additional fees associated with this communication, including patent application filing fees and processing fees under 37 C.F.R. § 1.16 and 1.17, or credit any overpayment to **Deposit Account Number** \_\_\_\_\_.

Respectfully submitted,

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